

Electronic Acknowledgement Receipt

EFS ID:	2215586
Application Number:	09690566
International Application Number:	
Confirmation Number:	1577
Title of Invention:	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
First Named Inventor/Applicant Name:	Michael P. Lilly
Customer Number:	27557
Filer:	Bruce D. George/Jeannette Rayfield
Filer Authorized By:	Bruce D. George
Attorney Docket Number:	LLY-004
Receipt Date:	19-SEP-2007
Filing Date:	17-OCT-2000
Time Stamp:	15:38:01
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment was successfully received in RAM	\$450
RAM confirmation Number	812
Deposit Account	022555
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.16 and 1.17	

File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	00103_118_Reply_Transmittal_Letter.pdf	39738 7d3b9d82d1110b11a80a60ea869d37c7051908	no	4

Warnings:

Information:

2		00103_118_Response_to_OfficeAction_04_19_07.pdf	164603 d08577908a556a4653957a3d9ee30389789b20e	yes	20
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Multipart Description/PDF files in .zip description

Document Description	Start	End
Amendment - After Non-Final Rejection	1	1
Claims	2	13
Applicant Arguments/Remarks Made in an Amendment	14	20

Warnings:

Information:

3	Fee Worksheet (PTO-06)	fee-info.pdf	8189 1843a111af0f99f9e0a8ec0772c69f8d8c18b1a1	no	2
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Warnings:

Information:

Total Files Size (in bytes): 212530

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.